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USER DEVELOPED APPLICATIONS

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The Utah Department of Corrections had previously authorized designated Corrections employees to develop and support certain specified software applications to support selected job functions within the agency. This was done to meet critical needs with limited IT resources. These applications are considered exceptions to State standard requirements and are included in the current Service Level Agreement to document these existing applications. New user developed similar products will not be permitted in the future. It is planned that, over time, these applications will be converted to DTS supported platforms and supported by DTS. DTS will also work with the agency to identify redundant systems and work with the agency to decommission these systems. This product description identifies the temporarily approved user developed applications and clarifies roles, responsibilities and expectations. These applications, until converted, are solely maintained and supported by the user(s) who originally developed them. DTS does provide for the hosting and network services to these products when approved for multi-user network access.

Not considered official applications, general users throughout Corrections are permitted to develop and use stand alone Microsoft Access databases for their immediate non-critical job functions. Also, when approved by UDC Executive staff, designated users may develop specific website add-ons to be made accessible on the UDC Internal website for access to department staff for non-critical information sharing. DTS has no responsibilities for these minor databases, and will only provide the Internal Website links for website add-ons.

There are no designated hours of support provided for User Developed applications.

State of Utah
Product Description

Application	Support Hours	Days of Week
User Developed Applications	Not applicable.	Not applicable.

Product Features and Descriptions

Feature	Description
Audit Work Hours	The Internal Audit Bureau uses to track work hours for each audit.
Cash Management	Managing deposits for offenders that are mailed into the UDC admin building.
DA Packets for PSI'S	Defendant's name, date, case #, offense, sex offender, out-of-region cases.
Finance Data Warehouse	Work with data from the state data warehouse.
Drug Board Control Group	Drug Board Control Group database in Ogden.
Equipment Inventory	Used in education to track equipment.
Food Services	Inmates on special diets and assistance with efficient ordering.
GRAMA Tracking	Used by prison records to track GRAMA requests.
HOPE Inmates	All the inmates who have ever been in HOPE.
Move Orders	Inmate move orders.
O-TRACK Security System	Linked to the "Staff Information System" to control and track the security authorizations and access to the O-TRACK system by correctional staff.
Out-of-State Tracking	Used by Transportation to track how and at what cost inmates are transported to other states.
Parole Violator Tracking	Used to track parole violators and accessed by the BOP, AP&P, and DIO. Allows Board of Pardon's hearings to be handled efficiently on these cases saving bed use per day.
Pre-sentence Investigations	Which agent is assigned, the date referred, the offense.
Service of Process	Takes care of authorization for service of process for DIO and UCI.
Vehicle Tracking	Used to track the equipment configuration (radios, sirens, emergency lights, etc) of UDC vehicles.

State of Utah

Product Description

UA Samples	Number, kind and where UA samples are taken.
Project Summary	The Projection summary system.

Features Not Included

Feature	Explanation
Application Customization and Maintenance	All application customization, support and maintenance are provided by the user(s) who originally developed the product. It is understood that DTS has no knowledge or skill base either in the development tools or the application functionality.
Static Table Entry	UDC User Representatives determine and load Static Table content items.
Testing	UDC User Representatives perform all product Testing activities.
Policy and Procedure Updates	UDC User Representatives arrange for updates to business-side Policies and Procedures when business processes are changed as a result of system requirements.
User Manuals	DTS does not write or update user Manuals for User Developed Applications. UDC User Representatives write new manual segments and update existing manuals if required as changes to the system are developed.
User Training	DTS does not provide user training for User Developed Applications. UDC User Representatives prepare and present all user-level training on the application.
User Support	DTS does not provide user support for the User Developed Applications. This is directly provided by designated UDC Representatives.
Data Problems	DTS does not become involved in data problems with the User Developed Application. UDC User Representatives handle these problems.
Interfaces	DTS does not provide support for the interfaces between User Developed Applications and other systems. This is the responsibility of the user developer. Normally, interfaces are not permitted.

Rates and Billing

Feature	Description	Base Rate
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State of Utah

Product Description

Not applicable

Ordering and Provisioning

Not applicable.

DTS Responsibilities

Notify UDC managers and users in advance when software releases, infrastructure maintenance, or upgrade events are scheduled to avoid unexpected interruptions to business activities. As able, work with UDC management to identify those user-developed applications that UDC should consider converting into DTS developed and maintained applications or consider decommissioning.

Agency Responsibilities

UDC agrees not to approve any additional User Developed Applications (other than non-critical Microsoft Access Databases, or specified Website add-ons, as described above) without the explicit agreement and approval of DTS.

UDC agrees to commit to a long term plan to have the applications converted and/or officially supported as State supported products in compliance with State IT requirements and standards.

UDC assumes all responsibility for the design, programming, documentation, and maintenance of all approved User Developed applications.

Provide application support to UDC staff.

Maintain proper security access to the applications.

Assume responsibility for the protection of the data from inappropriate use and security breaches by UDC users.

Assume responsibility for the protection from inappropriate exposure of the applications and its data through proper controls of physical access to PC's, monitors, peripheral equipment, etc.

All data entry, data cleanup and other direct data handling activities are the responsibility of UDC.

DTS Service Levels and Metrics

State of Utah

Product Description

In an effort to improve service to our customer agencies, DTS will measure and report on the following enterprise metric goals:

- Application Availability
- Resolution Time
- Initial Response
- First Contact Resolution
- Customer Satisfaction Surveys

Application Availability:

Application availability measures DTS' efforts to ensure agency key business applications meet the percent of availability goals identified in the agency Service Level Agreements (SLA). DTS will determine application availability based upon the collective measurement of the configuration items (both hardware and software) which are determinant to supporting the agency business services applications. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months and posted to the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

Metric Description	Target
O-Track	99.90%
M-Track	99.90%
NORM/CACTAS	99.90%
UDC COTS	99.50%
UDOCA	99.50%

Note: Application availability metrics for O-Track and M-Track are based on 24 hour / day x 7 days / week support. Application availability metrics for NORM are based on Monday – Thursday 6 AM – 6 PM support. All others are based on normal business hours (Monday – Thursday 7 AM – 6 PM).

Times exclude those tickets in a “Pending” status waiting a known bug fix.

Resolution Time:

Resolution time measure DTS' efforts to resolve customer incidents within the timelines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at: <http://dts.utah.gov/metrics/index.php>.

Total Time to Resolution	Target: Percent of Tickets Meeting Priority Timelines
Low priority - 6 Business hours	90%
Medium priority - 4 Business hours	90%
High priority – 3 Clock hours	90%
Critical priority - 3 Clock hours	90%

Initial Response:

Initial response measure DTS' efforts to respond to customer incidents within the timelines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at: <http://dts.utah.gov/metrics/index.php>.

State of Utah

Product Description

Time to Initial Response	Target: Percent of Tickets Meeting Priority Timelines
Low priority – 1 Business hour	85%
Medium priority – 1 Business hour	85%
High priority – 1 Clock hour	90%
Critical priority – 30 Clock minutes	95%

First Contact Resolution:

First contact resolution measures DTS' efforts to resolve customer incidents on initial contact with either our help desk or a technical specialist. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

Metric Description	Target
First Contact Resolution	75% of all incidents reported resolved on initial contact

Customer Satisfaction Surveys and Reporting:

All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey is voluntary.

The chart below identifies DTS enterprise goals for customer satisfaction. Cumulative monthly reports will be created displaying the customer's level of satisfaction with DTS support. These reports will then be posted on the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

Customer Satisfaction Target

Metric Description	Target
Average level of satisfaction with resolution efforts	≥ 4.5 on a scale of 0 - 5
Percentage of respondents expressing satisfaction (vs. dissatisfaction)	93% of respondents satisfied